How do I activate my NinerNET account?

Tell Me

Many departments have mandated that their employees (including student staff) use Duo. If you are an employee of one of these departments, see this FAQ for instructions on activating your account with Duo.

Follow these steps to activate your account:

1. Go to NinerNET
2. Click on Activate Account

3. Enter your NinerNET username and birth date
4. Click Request Verification Code

5. Select where you want to receive the verification code (text message, alternate email, both)
   1. If a cell phone number or alternate email address is not available, contact the IT Service Desk, 704-687-5500
6. Click Send Verification Code

7. Enter the verification code received, click Verify Code
8. Enter your new password and confirm password, click **Reset Password**

![Password reset interface](image)

9. After a successful password reset, the NinerNET website will return to the login page and display the success notification at the top.

![Success notification](image)

10. If you have problems, please contact the IT Service Desk, 704-687-5500 or help@unc.edu

Please make sure your alternate email address and/or cell phone is correct. This information is required for emergency notifications, NinerAlerts, and account verification.

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**Related FAQs**

- What types of sponsored guest accounts are available?
- How do I get a NinerNET account?
- What information is needed to request a sponsored guest account?
- How do I activate my NinerNET account?
- How do I activate my NinerNET account with Duo?